



## COVID-19 Vaccine Management System (CVMS) - Provider Portal

### Offer Your Extra Vaccines Through Vaccine Marketplace Job Aid

If you have a surplus of COVID-19 vaccine doses, first contact your assigned Hub. If Hub is unable to accept transfer of your surplus doses, use the **VACCINE MARKETPLACE** in the CVMS Provider Portal to directly coordinate with another provider and agree to transfer COVID-19 vaccine doses.

Please follow the instructions below to learn:

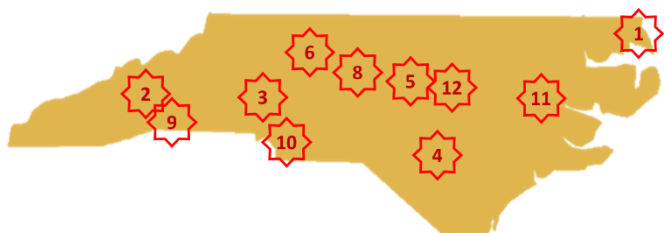
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Only users with a HEALTHCARE LOCATION MANAGER profile can request doses from other healthcare providers.

#### 1 How to Contact your Assigned Hub

Hubs are locations contracted by NCDHHS to serve as COVID-19 **vaccine repositories**. Hubs consolidate vaccine inventories that are dispersed among multiple providers. Most providers will be assigned to their closest Hub and should contact the Hub to see if they can collect your surplus of COVID-19 vaccines.

These designated Hubs are also able to deliver and/or facilitate vaccine pickups if a transfer is requested. There are currently 11 Hubs spread across the State (Hub 7 was removed):



Hub 1	Currituck County Health Department	Currituck
Hub 2	Buncombe County Health and Human Services	Buncombe
Hub 3	Catawba County Public Health	Catawba
Hub 4	Cumberland County Health Department	Cumberland
Hub 5	Durham County Health Department	Durham
Hub 6	Forsyth County Health Department	Forsyth
Hub 8	Moses H. Cone Memorial Hospital	Guilford
Hub 9	Henderson County Health Department	Henderson
Hub 10	StarMed Family & Urgent Care - Freemore	Freemore
Hub 11	Vidant Medical Center	Pitt
Hub 12	Wake County Human Services	Wake

**Tip:** To check if your location was assigned to a Hub: navigate to the Locations tab, click on your account name (not the location name), in the Details tab of the record, scroll down to Hub Information. The Hub allocated to your location will appear under **PRIMARY HUB ASSOCIATED TO THIS LOCATION**. If it shows empty or indetermined, feel free to contact the Hub of your choice to confirm if they can support you.



If you have a surplus of COVID-19 vaccine doses, first check if your assigned Hub can collect them. If they cannot accommodate you, or you do not have an assigned Hub, you can check the listings of requested COVID-19 vaccine posted by other providers.

1. Contact your assigned Hub.
2. If you both agree on the conditions of transfer, you can **initiate an Outbound Transfer** (see the fourth section of this document for detailed instructions).

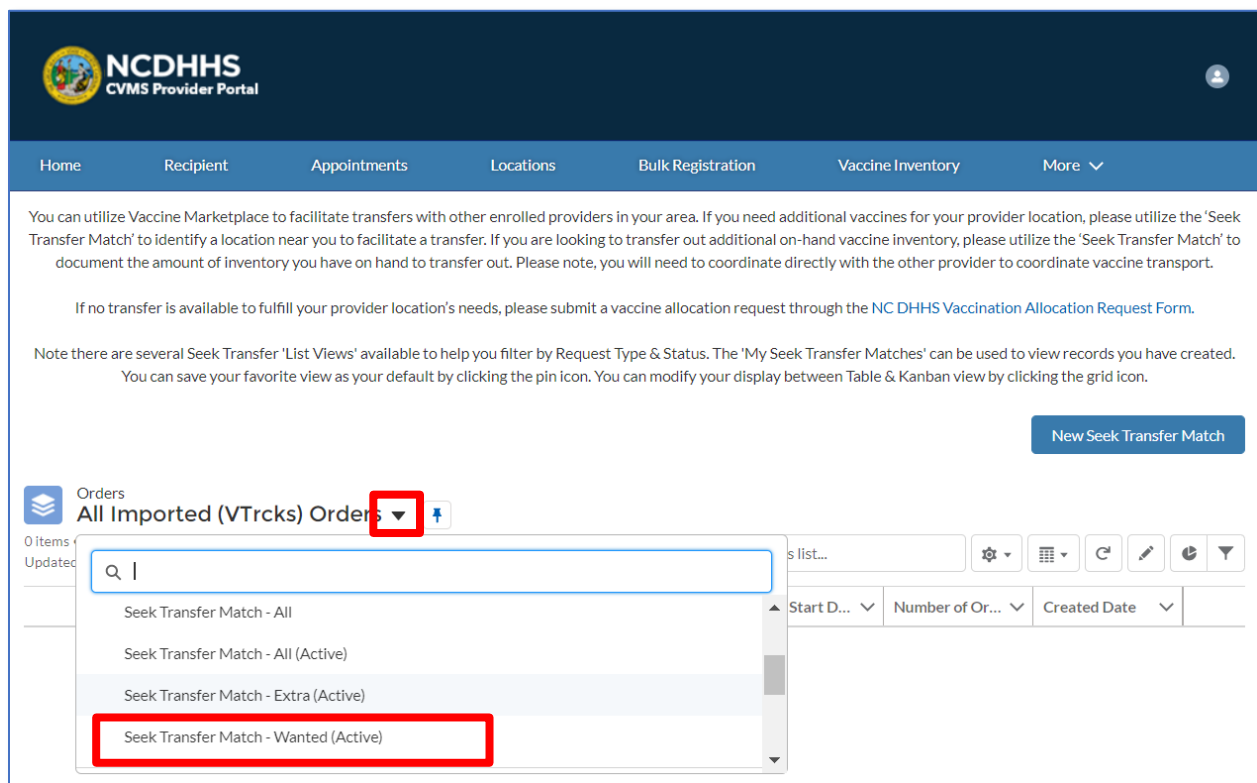
## 2 How to Search Wanted Vaccine Listings

If the Hub cannot accommodate you, check if other providers in your area are looking for COVID-19 vaccine doses. If you don't find any, you can post a request on your own in the Vaccine Marketplace.

1. Navigate to the **VACCINE MARKETPLACE** tab in the CVMS Provider Portal.



2. Change the view to **Seek Transfer Match – Wanted (Active)**.





- Click on **CITY** or **COUNTY** to sort the records in the ascending or descending order by location, and easily spot providers located nearby.

**NCDHHS**  
CVMS Provider Portal

Home Recipient Appointments Locations Bulk Registration Vaccine Inventory Vaccine Marketplace

You can utilize Vaccine Marketplace to facilitate transfers with other enrolled providers in your area. If you need additional vaccines for your provider location, please utilize the 'Seek Transfer Match' to document the amount of inventory you have on hand to transfer out. If you are looking to transfer out additional on-hand vaccine inventory, please utilize the 'Seek Transfer Match' to document the amount of inventory you have on hand to transfer out. If you are looking to transfer out additional on-hand vaccine inventory, please utilize the 'Seek Transfer Match' to document the amount of inventory you have on hand to transfer out. If you are looking to transfer out additional on-hand vaccine inventory, please utilize the 'Seek Transfer Match' to document the amount of inventory you have on hand to transfer out. If you are looking to transfer out additional on-hand vaccine inventory, please utilize the 'Seek Transfer Match' to document the amount of inventory you have on hand to transfer out. If no transfer is available to fulfill your provider location's needs, please submit a vaccine allocation request through the NC DHHS Vaccination Allocation System.

Note there are several Seek Transfer 'List Views' available to help you filter by Request Type & Status. The 'My Seek Transfer Matches' can be used to view records you have created. You can modify your display between Table & Kanban view by clicking the grid icon.

**Orders**  
**Seek Transfer Match - Wanted (Active)**

2 Items • Sorted by County • Filtered by All orders - Status, Request Type, Order Record Type • Updated a few seconds ago

	<input type="checkbox"/> Order Number	Account Name	County	City	Manufacturer	Brand	Dose	Created Date	Last Modified Date
1	<input type="checkbox"/> ORD-0017244	DoNotUse - NotRe...	Stokes	Big City	Pfizer-BioNte...		50	6/2/2021, 4:46 A...	6/2/2021, 4:46
2	<input type="checkbox"/> ORD-0017341	Training Team Vacci...	Wake	Raleigh	Moderna		100	6/9/2021, 8:54 PM	6/9/2021, 8:54

- Select the Request that Match Your Needs by clicking on the **ORDER NUMBER**.

**Orders**  
**Seek Transfer Match - Wanted (Active)**

2 Items • Sorted by County • Filtered by All orders - Status, Request Type, Order Record Type • Updated a few seconds ago

Search this list...

	<input type="checkbox"/> Order Number	Account Name	County	City	Manufacturer	Brand	Dose	Created Date
1	<input type="checkbox"/> ORD-0017244	DoNotUse - NotRe...	Stokes	Big City	Pfizer-BioNte...		50	6/2/21
2	<input type="checkbox"/> ORD-0017341	Training Team Vacci...	Wake	Raleigh	Moderna		100	6/9/21



5. Review the inventory details, and contact the other provider directly using the **HCP CONTACT PHONE** and **HCP CONTACT EMAIL**.

**NCDHHS CVMS Provider Portal**

Order: **ORD-0017342** Edit Clone

Account Name	Status	Manufacturer	Doses (Number)	Order Start Date
Training Team Vaccine Provider - Site 1	Active		300	6/9/2021

**DETAILS** RELATED

**COVID-19 Vaccine Seek Transfer Match Instructions**

Seek Transfer Match Instructions

Please note, this is a request to seek a transfer match with other provider locations. Use this form to indicate if you have extra vaccine available for transfer to other provider locations OR if you need additional vaccine at your location. This is NOT a request for State allocation and is intended to aid in communication and coordination between provider locations. Please see the steps below that outline how to use the Vaccine Marketplace:

1. Fill out this form to request additional inventory as transfer or to transfer out inventory from your provider location.
2. Monitor the Vaccine Marketplace to identify a 'match' for your need.
3. Once a match is identified, work directly with the provider to coordinate transport. Vaccine cannot be transported until the transfer in CVMS is approved.
4. The provider location transferring out vaccine doses will initiate a transfer in CVMS. Please see this user guide with exact instructions: <https://covid19.ncdhhs.gov/media/2318/download/attachment>
5. The State will review and approve the transfer request if it meets all requirements.

Doses per Vial Reminder

All inbound and outbound requests must be made in increments of doses available in full and unopened vials: 6 doses per vial for Pfizer, 10 doses per vial for Moderna, 5 doses per vial for Janssen (J&J).

**Seek Transfer Match Details**

Request Type	Order Start Date
Extra (to Send Outbound)	6/9/2021
Account Name	Status
Training Team Vaccine Provider - Site 1	Active
Doses (Number)	Status Indicator
300	
County	HCP Contact Name
Wake	Ernest Celestine
City	HCP Contact Phone
Raleigh	222-333-4444
Additional Comments (Optional)	HCP Contact Email
	ernest.celestine@test.test

**Additional Details if Extra (To Send Outbound)**

Associated Vaccine Inventory	Lot Transferred
Lot 1234567 - exp 1/1/2022	1234567
Vaccine Product to Transfer	Doses Per Vial (Number)
Pfizer-BioNTech (6 doses/vial) (195 MDV) COVID-19 Vaccine	6
Expiration Date	Sending Location Parent Account (Orig)
1/1/2022	Training Team Vaccine Provider

**Additional Details if Wanted (To Receive Inbound)**

Manufacturer

Brand

Read the general instructions

Read the details provided by the other provider

Contact the other provider directly using the **HCP CONTACT PHONE** and **HCP CONTACT EMAIL**

6. If you both agree on the conditions of transfer, you can **initiate an Outbound Transfer** (see the fourth section of this document for detailed instructions).

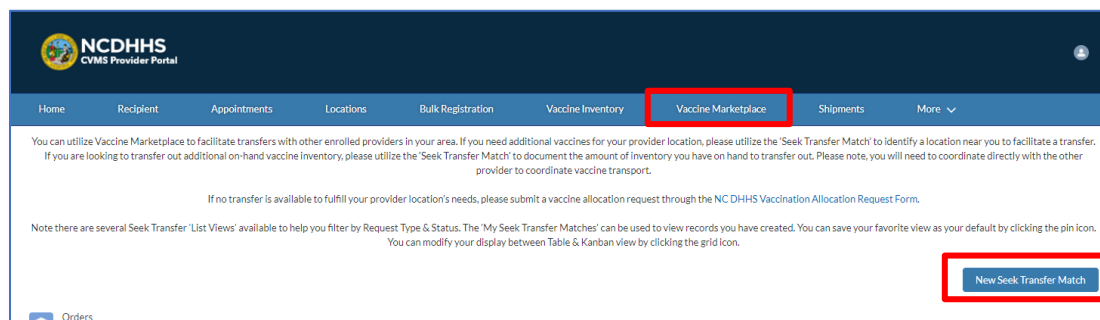
**OR**

6. If no provider is looking for the type of COVID-19 vaccine product you are offering, post an extra dose availability offer in the Vaccine Marketplace to let other providers know that you can support them.



### 3 How to Post an Offer for your Extra Vaccines in the Vaccine Marketplace

1. Navigate to the **VACCINE MARKETPLACE** tab in the CVMS Provider Portal.
2. Click on **NEW SEEK TRANSFER MATCH**.



3. Complete the New Order: Seek Transfer Match form with the following details:

**New Order: Seek Transfer Match**

**COVID-19 Vaccine Seek Transfer Match Instructions**

Seek Transfer Match Instructions  
Please note: This is a request to seek a transfer match with other provider locations. Use this form to indicate if you have extra vaccine available for transfer to other provider locations OR if you need additional vaccine at your location. This is NOT a request for State allocation and is intended to aid in communication and coordination between provider locations. Please see the steps below that outline how to use the Vaccine Marketplace:  
1. Fill out this form to request additional inventory as transfer or to transfer out inventory from your provider location.  
2. Monitor the Vaccine Marketplace to identify a 'match' for your need.  
3. Once a match is identified, work directly with the provider to coordinate transport. Vaccine cannot be transported until the transfer in CVMS is approved.  
4. The provider location transferring out vaccine doses will initiate a transfer in CVMS. Please see this user guide with exact instructions: <https://covid19.ncdhhs.gov/media/2318/download?attachment>  
5. The State will review and approve the transfer request if it meets all requirements.

Doses per Vial Reminder  
All inbound and outbound requests must be made in increments of doses available in full and unopened vials: 6 doses per vial for Pfizer, 10 doses per vial for Moderna, 5 doses per vial for Janssen (J&J).

**Seek Transfer Match Details**

\* Request Type: Extra (to Send Outbound)  
\* Account Name: Training Team Vaccine Provider - Site 1  
\* Doses (Number): 400  
Additional Comments (Optional): There are 2 different lots available: 300 doses expiring in July 15, 2021 // 100 doses expiring in November 30, 2021  
\* Order Start Date: 6/9/2021  
\* Status: Active  
\* HCP Contact Name: Peter Pan  
\* HCP Contact Phone: 111-222-3333

**Additional Details if Extra (To Send Outbound)**

Associated Vaccine Inventory: Lot 123456 Exp 5/1/2022

**Additional Details if Wanted (To Receive Inbound)**

Manufacturer: --None--

Requesting Provider to check box below to confirm adherence to each requirement:  
☒ Adherence to all Requirements

Requirement 1 (Seek Transfer Match)  
Please confirm you have read and reviewed the latest CDC Shipping and Handling guidance for vaccine transport: <https://www.cdc.gov/vaccines/hcp/admin/storage/toolkit/storage-handling-toolkit.pdf>

Requirement 2 (Seek Transfer Match)  
All transfer matches will be provider initiated and led. Providers will be responsible for documenting the transfer in CVMS and coordinating the physical transport of the vaccine. The State will not be available to support any physical transport of vaccine in a transfer match request made through the Vaccine Marketplace as DHHS is not monitoring this forum for requests for State support. Providers in need of vaccine who are unable to secure doses following the conditions outlined within the Vaccine Marketplace will need to submit a vaccine allocation request through the NC DHHS Vaccination Allocation Request Form.

**System Information**

Order Record Type: Seek Transfer Match  
Order Owner: Simon Couderc


Cancel Save & New **Save**

- **Read the instructions** at the top of window
- **Request Type:** select "Extra (to Send Outbound)"
- **Order Start Date:** enter today's date
- **Account Name:** select your location account name
- **Status:** select **ACTIVE**
- **Doses:** enter the number of doses you are offering
- **HCP Contact Name/phone/email:** who to contact to agree on the transfer
- **Additional Comments:** be as detailed as possible. For example, "These Extra doses of 400 doses are split over six separate inventories. Here are the number of doses per lot and expiration date: xxx – xx/xxxx"
- **Associated Vaccine Inventory:** select the lot number you are offering. If you scroll down, there is a section allowing to declare multiple inventories.
- **Additional Transportation/Storage Details:** enter details on the storage conditions (optional)
- **Adherence to all Requirements:** read requirements 1 and 2 and select the checkbox to agree to them
- Click **SAVE**.



- A provider may express interest in receiving your vaccine by creating a **MARKETPLACE INQUIRY**. You will be notified via email of the inquiry. Note: interested providers might also contact you directly by email or phone.

From: NC CVMS <nccvms@dhhs.nc.gov>  
Date: Wed, Jul 14, 2021 at 9:20 AM  
Subject: Sandbox: COVID-19 Vaccine Marketplace Inquiry  
To: [REDACTED]

  
**NCDHHS**  
COVID-19 Response

NC Department of Health and Human Services

Hello Nicole HCP Tester,

Please see below for details of a Marketplace Inquiry from another Account regarding one of your COVID-19 Vaccine Marketplace 'Seek Transfer Match' requests.

Request Details:

- **Requesting Account Name:** TestLoc1 -DoNotUse
- **Created Date:** 7/14/2021
- **Inquiry ID:** MKTINQ-0054
- **Doses:** 5
- **Manufacturer:** Moderna (14 doses/vial) COVID-19 Vaccine
- **Lot:** 19128
- **Contact Name:** testname
- **Contact Number:** 703-795-2894
- **Contact Email:** [REDACTED]
- **Transportation Request:** Both Delivery & Pickup are viable
- **Address:**
- **Additional Details:** josh test address 1

- To view all the inquiries received on a listing, navigate to the Vaccine Inventory.
- Open the listing you created.
- Click on the **RELATED** tab.
- Click on the **MARKETPLACE INQUIRY NAME** link to open it.

Home Recipient Appointments Locations Bulk Registration Vaccine Inventory Vaccine Marketplace Shipments More

Order ORD-0019684 [Create Inquiry](#) [Edit](#) [Clone](#)

Account Name: [DoNotUse-NotRealLoc Hotfix 1](#) Status: Active Product: Moderna (14 doses/vial) COVID-19 Vaccine Doses Available for Transfer: 1,000 Auto-Update Available Doses? (All): ☐ Order Start Date: 7/1/2021

DETAILS **RELATED**

**Marketplace Inquiries (6+)** [New](#)

Marketplace Inquiry Name	Status	Requesting Account	Doses Requested
<a href="#">MKTINQ-0000</a>	Open	<a href="#">TestLoc-DoNotUse2</a>	12,345
<a href="#">MKTINQ-0003</a>	Open	<a href="#">TestLoc1-DoNotUse</a>	50
<a href="#">MKTINQ-0004</a>	Open	<a href="#">712PE</a>	10
<a href="#">MKTINQ-0006</a>	Open	<a href="#">TestLoc-DoNotUse2</a>	100
<a href="#">MKTINQ-0007</a>	Open		
<a href="#">MKTINQ-0027</a>	Open	<a href="#">DoNotUseVilloc1_hotfix1</a>	140

[View All](#)

- Once you contacted the inquirer, you can edit the inquiry status to **COMPLETE** or **REJECTED BY REVIEWER**.



## 4 How to Transfer your Inventory

1. If you agree with the conditions of transfer with another provider, you can **INITIATE AN OUTBOUND TRANSFER**.
2. Navigate to the **VACCINE INVENTORY** tab in the CVMS Provider Portal and select the Vaccine Inventory record from which the doses you have agreed to transfer will come.

Vaccine Inventories

All Vaccine Inventories

17 items • Sorted by Vaccine Inventory Name • Filtered by All vaccine inventories • Updated a few seconds ago

	Vaccine In...	Account N...	Product Name	Usage (First ...	To...	D...	D...	Ex...	D...	Lot	Status	Expiration D...	Date Received	Created Date
1	Delivery 03/05/...	Clinic Location1	Janssen COVID...	First Dose only (...	100	98	2		0	4441241	Available	3/5/2023, 12:00...	3/5/2021, 10:53...	3/5/2021, 10:53...
2	Dose 2 Inventor	Clinic Location1	Pfizer-BioNTec...	Second Dose onl...	50	-48	3	30	125	123	Available	3/1/2023, 12:00...	3/2/2021, 9:59...	3/2/2021, 10:01...
3	JJSingleDose	Clinic Location1	Janssen COVID...	First Dose only (...	300	293	7		0	Lot3321JJ	Available	3/3/2022, 12:00...		3/4/2021, 2:06...
4	Lot 1234325	Clinic Location1	Pfizer-BioNTec...	First Dose only (...	1,000	976	24		0	1234325	Available	2/1/2022, 12:00...	2/21/2021, 12:0...	2/25/2021, 10:0...
5	Lot 222 Delivery...	Clinic Location1	Moderna (10 M...	First Dose only (...	1,000	995	5		0	Lot 222	Available	9/30/2021, 12:0...	3/8/2021, 12:00...	3/9/2021, 11:36...

3. Click on the **RELATED** tab then click **NEW** to create a new **ORDER**.

Vaccine Inventory

Grace Pfizer Inventory

Request Transfer/Redistribution Change Status Edit

Account: Clinic ABC Loc 1

Total Doses: 100 Extra Doses: 100 Doses Available: 133 Doses Administered: 49 Doses Wasted: 5

DETAILS

RELATED

Orders (0) New

Appointments (6+)

Appointment	Contact Name	Status	Vaccine Status
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4. Select **TRANSFER OR REDISTRIBUTION**, then click **NEXT**.

New Order

Select a record type

☒ Transfer or Redistribution

☐ Seek Transfer Match

Cancel Next



5. Complete the **TRANSFER OR REDISTRIBUTION** form.

New Order: Transfer or Redistribution

COVID-19 Vaccine Redistribution/Transfer Request Form

Redistribution/Transfer Instructions  
To request redistribution or transfer of COVID-19 vaccine inventory from a location with an approved redistribution agreement (not required for a transfer) on file to a location within their organization (Redistribution) or outside their organization (Transfer), the Sending Provider shall complete and submit this form. Redistribution and transfer requests for COVID-19 vaccines require NC DHHS Immunization Branch approval to ensure proper storage capabilities and tracking of COVID-19 vaccine inventory movements. All COVID-19 vaccine providers must comply with the CDC requirements for vaccine management, including storage and handling, and temperature monitoring at all times. Providers must keep all records related to COVID-19 vaccine management for a minimum of 3 years, or longer if required by law. Please call 1-877-873-6247 if you have any questions.

Transfer Information

\* Account Name:

\* Status:

Vaccine Receiver:

Unable to find Vaccine Receiver: ☐

\* Dose Transferred:

\* Vials Transferred:

\* Reason for Request:

\* Order Start Date:

Associated Vaccine Inventory  
Lot 123456 Exp 5/1/2022

Receiving COVID-19 Enrolled Provider Information

Receiving Location Name (CVMS):

Receiving Location Street Address:

Receiving Location City:

Receiving Location Phone:

Receiving Location Zip:

Receiving Location Primary Vaccine Coord:

Receiving Location Primary Coord Email:

Sending Provider to check box below to confirm adherence to each requirement:

☐ Adherence to all Requirements

Requirement 1:  
Sending Provider and Receiving Provider location names listed above match exactly how they appear in the COVID-19 Vaccine Management System (CVMS) Provider Enrollment Portal

Requirement 2:  
Sending Provider has a completed CDC COVID-19 Vaccine Redistribution Agreement (not needed for Transfers) in the CVMS Provider Enrollment Portal and the Receiving Provider has a fully completed and submitted CDC COVID-19 Vaccine Program Provider Agreement and Profile in the CVMS Provider Enrollment Portal

Requirement 3:  
Sending Provider has confirmed with Receiving Provider that they have the appropriate capability and capacity to store the COVID-19 vaccines

Requirement 4:  
Sending Provider is not requesting redistribution or transfer of open or partial vials

Requirement 5:  
Sending Provider is also shipping associated ancillary kit

Requirement 6:  
Only COVID-19 vaccines are listed on this request

Approval

Approver's Comments:

Sending Location Details

Sending Location Date and Time:

Sending Location Comments:

Cancel Save & New Save

Read the general instructions

Complete Transfer Information:

- **Account name:** select your location name
- **Vaccine Receiver:** select the location name receiving the transfer (use search if necessary)
- **Dose Transferred:** enter the quantity
- **Reason for request:** refer to the marketplace

If the receiving location is not part of your organization, also complete that section:

- **Receiving Account name:** enter again the location name receiving the transfer
- **Location Street, city, zip code:** enter receiving location address information
- **Receiving Location Primary Vaccine Coordinator:** enter contact name phone and email address

Read and Select the **ADHERENCE TO ALL REQUIREMENTS** checkbox

Complete the transfer details only when the transfer has been approved and arranged (see step 9)

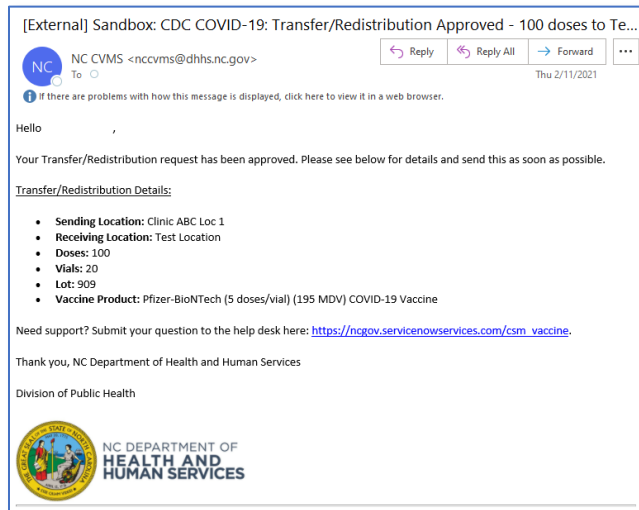
6. Review your form and click **SAVE**.

7. NCDHHS will rapidly review the application and approve the transfer.





8. You will receive an email notification indicating that the transfer request order has been approved.



9. Prepare the transport of the transferred vials.

Note: You can check the **NCDHHS guidance for transport of COVID-19 vaccine** at <https://covid19.ncdhhs.gov/media/3070/download?attachment>.

10. Navigate back to the **TRANSFER OR REDISTRIBUTION** record on the **RELATED** tab of the **VACCINE INVENTORY** record.

**NCDHHS CVMS Provider Portal**

Home Recipient Appointments Bulk Registration Reports Vaccine Inventory More

Order **ORD-0000271** Edit

Account Name	Vaccine Receiver	Status	Dose Transferred	Order Start Date
Clinic ABC Loc 1	Test Location	Transfer in Transit	100	2/11/2021

**DETAILS** RELATED

**COVID-19 Vaccine Redistribution/Transfer Request Form**

Redistribution/Transfer Instructions

To request redistribution or transfer of COVID-19 vaccine inventory from a location with an approved redistribution agreement (not required for a transfer) on file to a location within their organization (Redistribution) or outside their organization (Transfer), the Sending Provider shall complete and submit this form. Redistribution and transfer requests for COVID-19 vaccines require NC DHHS Immunization Branch approval to ensure proper storage capabilities and tracking of COVID-19 vaccine inventory movements. All COVID-19 vaccine providers must comply with the CDC requirements for vaccine management, including storage and handling, and temperature monitoring at all times. Providers must keep all records related to COVID-19 vaccine management for a minimum of 3 years, or longer if required by law. Please call 1-877-873-6247 if you have any questions.

**Transfer Information**

**Approval**

Approver's Comments

**Sending Location Details**

Sending Location Date and Time Sending Location Comments

**System Information**

Created By: Steve DiGangi, 2/11/2021, 10:14 PM

Last Modified By: Steven DiGangi, 2/11/2021, 11:05 PM

Doses Per Vial (Number): 5

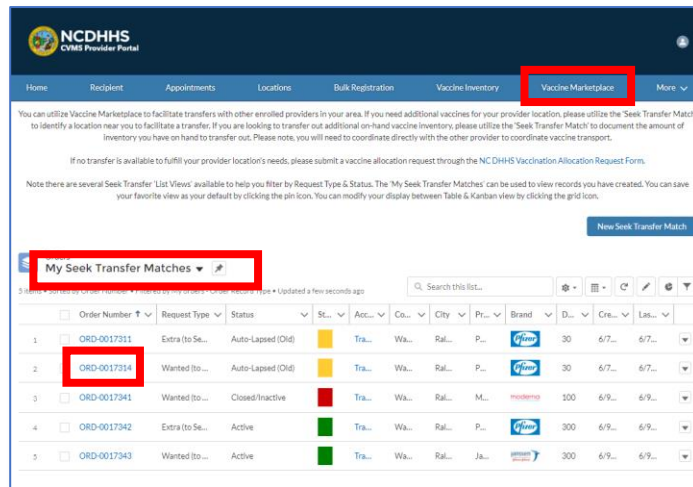
- Enter the **date and time** of the transfer
- **Sending Location Comments:** indicate transport details

11. Click **SAVE**



## 5 How to Maintain your Offer Posted in the Vaccine Marketplace

After 21 days, your post in the Vaccine Marketplace will expire. You can extend or close your post prior to the 21 days. After 21 days, you can clone your form and post a new one with the same information.

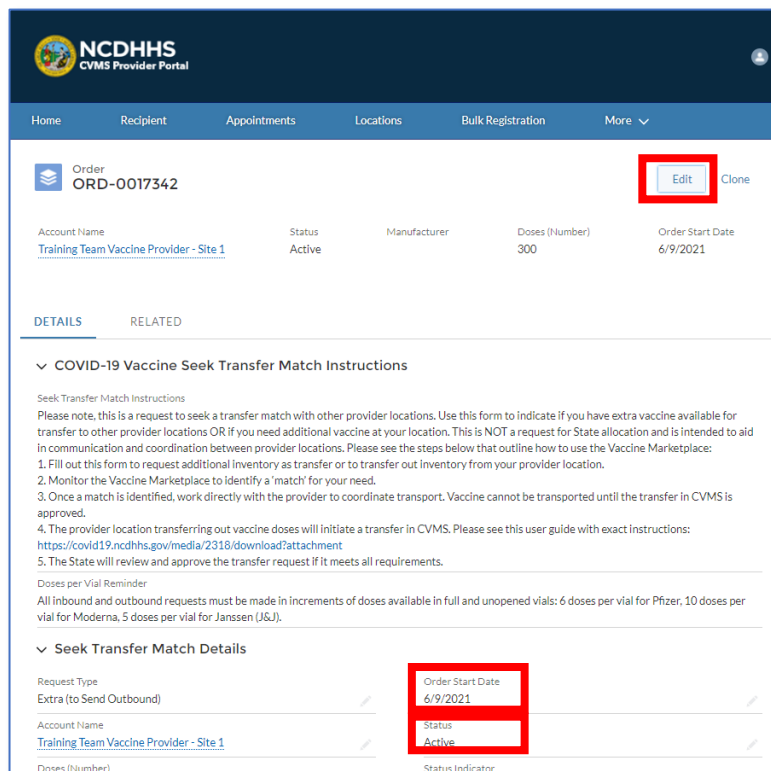


1. Navigate to the **VACCINE MARKETPLACE** tab in the CVMS Provider Portal.

2. Change the view to **MY SEEK TRANSFER MATCHES**.

3. Open the request you wish to extend, close, or clone.

### 5.1 Extend or Close your Post (if not expired)



4. Click on **EDIT** at the top right corner of the screen.

5. To Extend the request: update the **ORDER START DATE** to Today's date to reinitiate the 21-day count-down.

6. To Close the request: update the **STATUS** to Closed/Inactive and select an **INACTIVATION REASON**.

7. Click **SAVE**.



## 5.2 Clone your Post (if expired or closed)

The screenshot shows the NCDHHS CVMS Provider Portal interface. At the top, there's a navigation bar with 'Home', 'Recipient', 'Appointments', 'Locations', 'Bulk Registration', and 'More'. Below this, a header bar displays 'Order ORD-0017314' and a 'Clone' button. The main content area is divided into 'DETAILS' and 'RELATED' tabs. Under 'DETAILS', there's a section for 'COVID-19 Vaccine Seek Transfer Match Instructions' and a 'Seek Transfer Match Details' section. The 'Seek Transfer Match Details' section contains a table with fields for 'Request Type', 'Account Name', 'Doses (Number)', 'County', 'City', and 'HCP Contact Phone'. The 'Order Start Date' field is highlighted with a red box.

4. Click on **CLONE** at the top right corner of the screen.

5. Update the **ORDER START DATE** to Today's date to reinitiate the 21-day count-down.

6. Update the Status to **ACTIVE**.

7. Update any other fields if necessary.

8. Click **SAVE**.

If you have any questions or issues, please go to the CVMS Help Desk Portal at [https://ncgov.servicenowservices.com/csm\\_vaccine](https://ncgov.servicenowservices.com/csm_vaccine) and select the "Vaccine Provider" option to submit your question or issue.

You can also call the COVID-19 Vaccine Provider Help Desk at **(877) 873-6247** and select option 1. The COVID-19 Vaccine Provider Help Desk is available during the following hours:

Monday to Friday: 7 a.m. – 7 p.m. ET

Saturday: 8 a.m. – 4 p.m. ET

Sunday: Closed

*Version 8 – September 15, 2021*